

November 5, 2010

05871
RONALD FONE
4040 BROOKFIELD CT
JACKSONVILLE, FL 32257

**Important Information About Your Inmate
Telephone Service!**

**Your Traditional Collect Account
is being converted to a
Direct Bill Account.**

RE: Phone number ending in 0592

Dear Valued Customer,

This letter is to inform you of an important change to your phone bill for calls you currently receive from Florida Department of Correction or other correctional facilities. On **December 1, 2010**, your Traditional Collect Account will be converted to a Direct Bill Account. What this means for you is that monthly charges for phone calls from an inmate(s) will no longer appear on your local phone company bill. Instead you will receive a monthly bill directly from Correctional Billing Services. Your phone number above is used as your Account number.

Nothing else will change. You will continue to receive the same high quality calls that you received in the past. In addition, you'll receive all these valuable features and benefits with your new **Direct Bill Account**.

- View and manage your Account information online at your convenience 24 hours a day, 365 days a year.
- Add multiple phone numbers to your Account to ensure inmates can reach you.
- Receive as many calls as you want up to your credit limit.
- Open phone line as long as charges to the Account are paid in full each month.
- Pay your monthly bill by credit card, debit card, check, money order or cashier's check.

Below are some frequently asked questions and answers. If you need additional information, please visit us at www.correctionalbillingservices.com or call Customer Service at 1-800-844-6591.

Frequently Asked Questions:

- **How do I set up online Account access?** On or after the effective date, please go to www.correctionalbillingservices.com and click on "Web Registration - New User" inside the blue box. You will be asked for your phone number and a 4 digit passCODE. Your temporary passCODE is: 8205. You'll then receive an email with your User Name and a temporary passWORD. You'll need to change your passWORD immediately when you first log in and change your passCODE once you have logged in by clicking on "Profile".
- **What is my credit limit, and how can I increase it?** Your initial credit limit will be up to \$100.00. If you are interested in increasing your credit limit you can contact Customer Service and get more information.
- **When is my payment due?** Payment due on or about the 30th day of the month. Your bill will arrive to you on or about the 10th of each month.
- **Will I need to contact my local phone company about these changes?** There is no need to contact your local phone company for inmate phone calls and related services.

To learn about other Account options, like our prepaid AdvanceConnect™ Account, go to www.correctionalbillingservices.com or call 1-800-844-6591.

Sincerely,
Correctional Billing Services

There is a minimum payment amount of \$25.00 when you call or log on; there is no minimum payment amount if you mail us a check or use your online banking service through your local bank. There is no minimum payment amount if you go to Western Union; however, a payment processing fee may apply. Please see our website for complete terms and conditions of this Account. Payment due dates are on or about the 30th of each month, except for February. Payments due that month are due on or about March 2nd. CBS is a division of Evercom Systems, Inc. and T-NETIX Telecommunications Services, Inc.